

Medical Assistant Receptionist / Front Office Receptionist

Reports to: Front Office Supervisor

Primary Responsibility:

To support the provider by providing caring, personalized and efficient handling of patients, medical records, supply management and other duties as assigned. In addition the medical receptionist provides appropriate feedback to the medical team, follow-up information to patients and correctly inputs data as required. The medical receptionist maintains all the required certifications and skills necessary to function within the scope of the Policy and Procedures.

Key Position Responsibilities:

- Welcomes patients and visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and exam room utilization by efficiently scheduling appointments.
- Keeps patient appointments on schedule by verifying patient insurance benefits and eligibility prior to the appointment; reminding patients of their appointment the day before; registering and checking in patients in a timely manner; preparing necessary documents for the visit; notifying provider of patients' late arrival; rescheduling or moving late arriving patients when necessary.
- Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining a clean and presentable front office and reception area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating patient demographics and insurance information in the electronic health records system.
- Maintains accurate financial records by updating patient financial information; recording and collecting patient charges; providing patients with receipts for payments.
- Encourages patient compliance with preventive care by reaching out to patients and reminding them when they are due for preventive exams and screenings.
- Helps patients in distress by responding to emergencies.
- Protects patients' rights by maintaining confidentiality of personal and financial information per HIPAA regulations.
- Understands and complies with OSHA and any other regulatory requirements.
- Maintains operations by following FOFHC policies and procedures.
- Assists in orientation of new personnel as directed.
- Quickly learns and effectively uses our electronic health records system, Allscripts
- Performs all other duties as trained and requested by provider and/or management.

Skills and Qualifications:

- Medical Assistant either by education or experience preferred
- Certification by the State is preferred
- Bilingual in Spanish and English is preferred
- Knowledgeable of Managed Care policies and procedures and is familiar with obtaining information from health plans and IPAs
- Excellent verbal, telephone and communication skills
- Experience working with Microsoft Office and possesses strong computer skills
- Maintain a current CPR certification and use CPR skills if needed
- Can adjust to new environments easily and willing to learn new skills
- Can manage individual responsibilities with little or no direction
- Professional behavior and appearance
- Willing to work a flexible schedule
- Pays attention to detail and is quality focused
- Ability to use good judgment and seek appropriate resources in difficult or stressful situations